

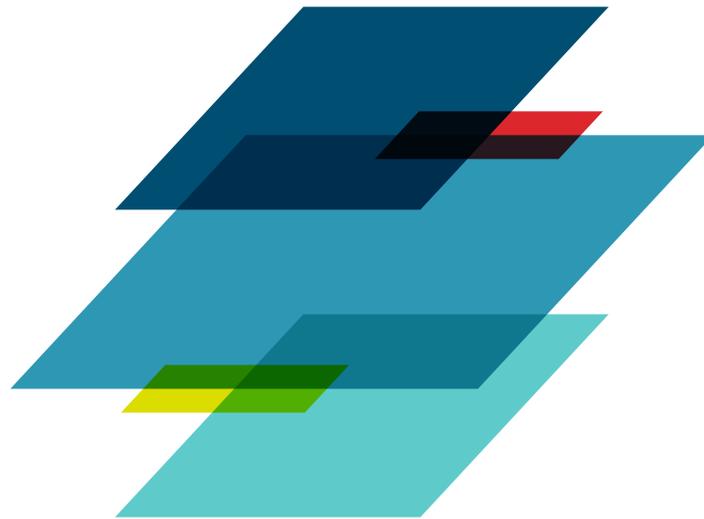


Treasury Board of Canada
Secrétariat

Secrétariat du Conseil du Trésor
du Canada

Canada

Annual Report on Official Languages 2015–16



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Catalogue No. BT23-1E-PDF
ISSN 1486-9683

This document is available on the Government of Canada website at www.canada.ca

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Message from the President of the Treasury Board

I am pleased to table in Parliament the 28th annual report on official languages, which covers fiscal year 2015 to 2016. This report describes the government's efforts to ensure that Canada's two official languages continue to be an integral part of our everyday operations.

Our government remains committed to ensuring that all federal services are delivered in full compliance with the Official Languages Act. In fulfilling this commitment, the Treasury Board Secretariat's Official Languages Centre of Excellence plays an important role by reinforcing the use of both of Canada's official languages in the public service. I have closely monitored the public consultations conducted by my colleague, the Honourable Mélanie Joly, Minister of Canadian Heritage, on the renewal of the government's next Action Plan for Official Languages.



The Honourable Scott Brison
President of the Treasury Board

For the public service, our reviews of federal institutions reveal that the vast majority of them succeed in ensuring that they communicate with and provide services to the public in both official languages at offices that are designated bilingual. This report presents data on both accomplishments and challenges that remain with regard to achieving full compliance with the Official Languages Act. One such challenge relates to the effectiveness of measures put in place to create and maintain a work environment that is conducive to the use of both official languages in bilingual regions. Through tools such as the Public Service Employee Survey, we are taking the pulse of our workforce so that we can do what is necessary to be an exemplary and bilingual federal administration.

My report this year also presents results from the census-based update of the language obligations of federal offices under the Official Languages (Communications with and Services to the Public) Regulations, which was launched in 2012. Although this update of the regulations is nearing completion, the regulations themselves have not been reviewed in depth since their adoption in 1991. Francophone and Anglophone minority communities across the country have been asking for these regulations to be improved in order to better reflect their realities. We must take into account changing demographics, new technologies and lessons learned over the past 25 years to be able to serve Canadians better, and in the language of their choice. I was therefore proud to announce the review of the regulations in November 2016. As my colleague, the Honourable Mélanie Joly, did in undertaking consultations on the government's next Action

Plan, I encourage Canadians to become agents of positive change and to participate in the review of the regulations.

I invite you to read this report to find out more about the Government of Canada's efforts in support of Canada's official languages.

Original signed by

The Honourable Scott Brison, P.C., M.P.
President of the Treasury Board



Introduction

The [Official Languages Act](#)ⁱ (the act) requires that the President of the Treasury Board report to Parliament on the status of official languages programs in federal institutions subject to Parts IV, V and VI of the act.

The Office of the Chief Human Resources Officer provides support for some 200 federal institutions subject to the act so that they can meet their obligations under the act. These institutions consist of those that are part of the core public administration, as well as Crown corporations, privatized organizations, separate agencies and other public institutions.

Deputy heads have the primary responsibility for human resources management in their respective organizations. They must ensure that their institutions:

- ▶ develop and maintain a corporate culture that is conducive to the use of both official languages
- ▶ have the capacity to communicate with the Canadian public and public servants in both official languages
- ▶ maintain a public service workforce that tends to reflect the two official language communities

This 28th annual report presents the status of the programs relating to the implementation of Parts IV, V and VI of the act in the 2015 to 2016 fiscal year,¹ with respect to the federal institutions for which the Treasury Board has responsibility under section 46 of the act.

Status of official languages programs

Offering official languages programs in federal organizations is a fundamental part of human resources management and delivering services to the Canadian public. Federal institutions must submit to the Office of the Chief Human Resources Officer a review on official languages at least once every three years. This fiscal year marks the second year of the current three-year cycle. Eighty-seven organizations² were required to submit a review on the elements related to the application of Parts IV, V and VI of the act. All but one did so, the Blue Water Bridge Authority, which was amalgamated this year with the Federal Bridge Corporation Limited.

1. Fiscal years in this report are from April 1 to March 31.

2. See [Appendix A](#) for the list of institutions required to submit a review.



Methodology

Institutions were required to report on the following elements:

- ▶ communications with and services to the public in both official languages
- ▶ language of work
- ▶ human resources management
- ▶ governance
- ▶ monitoring of official languages programs

These five elements were assessed primarily through multiple-choice questions, requesting evidence or explanations when the answers were negative or not applicable; however, the number of questions was reduced^{3, ii} for small institutions and airport authorities, to lighten their reporting burden. Deputy heads are responsible for ensuring that their institution's review responses are supported by facts and evidence. The response scales used in the Review on Official Languages are shown in Table 1.

Table 1. Response scales used in Review on Official Languages

Nearly always	In 90% or more of cases
Very often	Between 70% and 89% of cases
Often	Between 50% and 69% of cases
Sometimes	Between 25% and 49% of cases
Almost never	In less than 25% of cases
Yes	Completely agree with the statement
No	Completely disagree with the statement
Regularly	With some regularity
Sometimes	From time to time, but not regularly
Almost never	Rarely
N/A	Does not apply to the institution

3. The distinction between small institutions and large and key institutions was based on size and mandate in relation to official languages, in keeping with the Auditor General of Canada's recommendations in his spring 2015 report, [Report 2 – Required Reporting by Federal Organizations](#). Generally, small institutions are characterized as having fewer than 500 employees.



Narrative questions were used to gather more detailed information about the elements, including the following aspects:

- ▶ institutions' official languages capacity
- ▶ activities undertaken in large institutions and key institutions⁴ to measure the availability and quality of services offered in both official languages

The information collected is also used in other activities of the Office of the Chief Human Resources Officer.

The sections below provide an overview of the status of the official languages programs in the 86 institutions that submitted reviews. The statistical tables in Appendix D of this report show the results for all federal institutions.⁵

4. See [Appendix A](#) for the difference between large and key institutions.

5. The source of statistical data for the core public administration is the Position and Classification Information System (PCIS). For institutions that are not part of the core public administration, statistical data are obtained from the Official Languages Information System II (OLIS II).



Communications with and services to the public

As of March 31, 2016, federal institutions had 11,429 offices,⁶ of which 3,995 (35%) were required to offer services to the public in both official languages.⁷



Sources: Data from the Regulations Management System and from Canada Post as of March 31, 2016.

1. Include air, train, and ferry routes.

2. Consulates and embassies are automatically bilingual. Others must measure the demand (for example, Public Services and Procurement Canada, International Development Research Centre).

6. According to the [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations](#), an office is “any location where a federal institution provides services or information to the public. It can be a post office, a border port of entry, an information counter, a toll-free service telephone number, a train, boat or plane route, or a commemorative plaque.”
7. These numbers reflect the language obligations of offices as of March 31, 2016, regardless of their status under the regulations exercise. These numbers may change in the coming years based on the results of the regulations reapplication exercise.



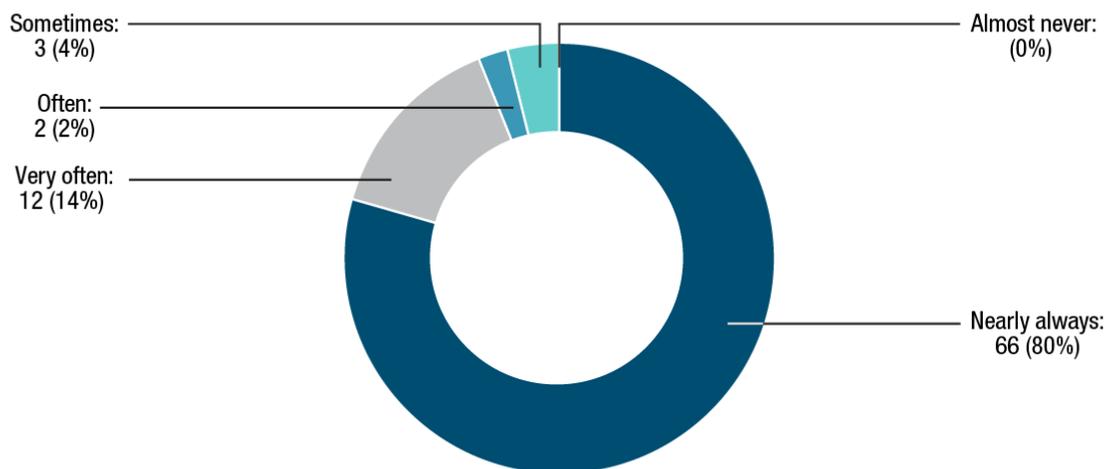
Frequency of oral and written communications

Based on the reviews for fiscal year 2015 to 2016, almost all of the institutions that were assessed (94%) reported that, in offices that are bilingual for the purposes of communications with and services to the public, oral communications nearly always or very often occur in the official language chosen by the public. This rate is 93% in small institutions. In airport authorities⁸ that have bilingual offices, the compliance rate decreased to 85%.

Ninety-five per cent of the institutions said that written communications nearly always or very often occur in the official language chosen by the public. In small institutions, this rate is 94%; and in airport authorities, it is 83%.

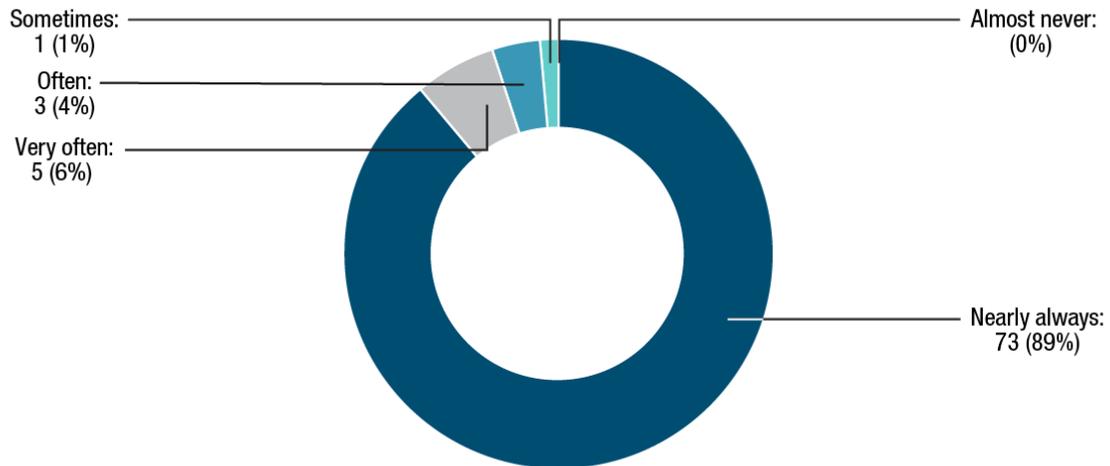
Figure 1. Institutions' responses for the frequency of oral and written communications in the official language chosen by the public when the office is bilingual

Figure 1a. Oral communications



8. Saint John Airport Inc. did not have to answer the questions in this section.

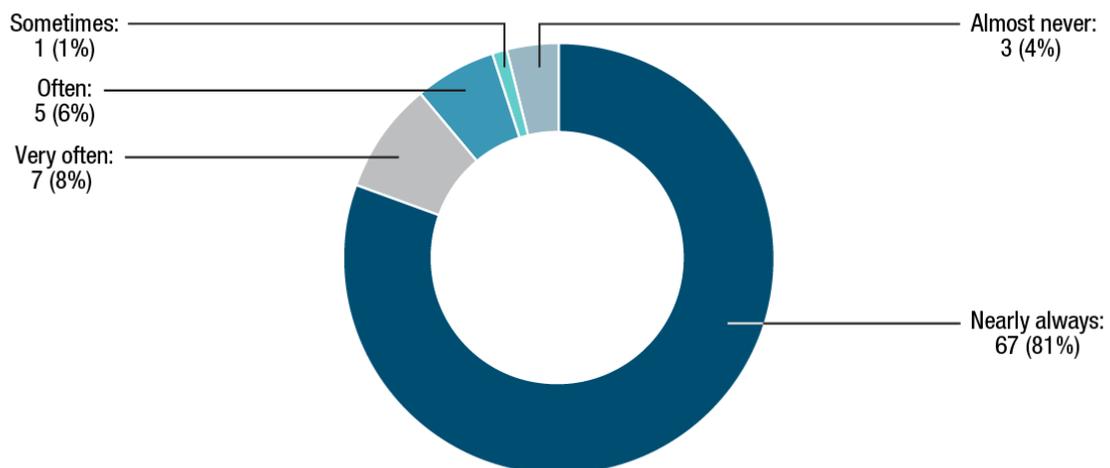
Figure 1b. Written communications



Communications material

Of all institutions under review (including airport authorities), 89% stated they ensure that in bilingual offices all communications material is nearly always or very often produced and simultaneously issued in full in both official languages. This is the case for 90% of small institutions and for 54% of airport authorities.

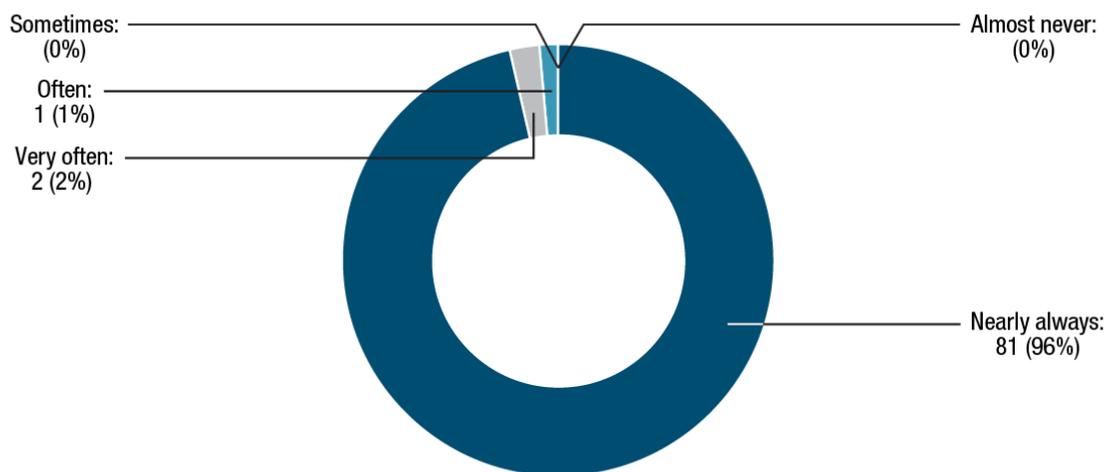
Figure 2. Institutions' responses for "All communications material is produced and simultaneously issued in full in both official languages when the material comes from a bilingual office"



Signs identifying the institution's offices or facilities

Federal institutions put in place various measures to ensure the active offer of communications with and services to the public in both official languages in bilingual offices. The [Policy on Official Languages](#)ⁱⁱⁱ defines active offer as follows: "Clearly indicate visually and verbally that members of the public can communicate with and obtain services from a designated office in either English or French." Of all institutions that submitted a review, 96% stated that the signs identifying their offices are nearly always in both official languages. This is the case for 97% of the small institutions that submitted a review. For airport authorities, 93% stated that it is nearly always the case, and 7% stated that this was very often the case.

Figure 3. Institutions' responses for "Signs identifying the institution's offices or facilities are in both official languages at all locations"⁹



Small institutions' websites

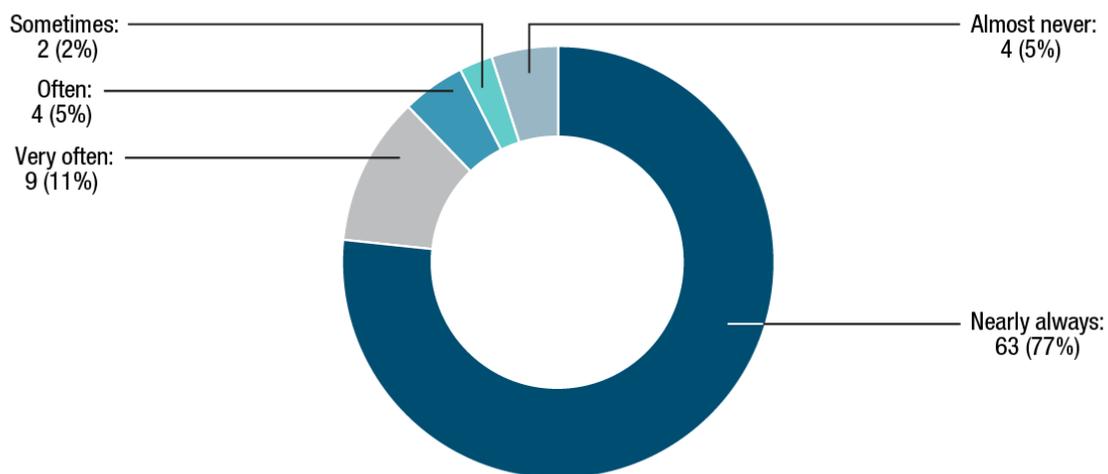
All the small institutions indicated that the English and French versions of their websites are nearly always simultaneously posted in full and are of equal quality. For airport authorities, 73% stated this was nearly always the case, and 20% stated that this was very often the case.

9. Percentages in the figures may not add up to 100% due to rounding.

Greeting the public in person

A smaller proportion of institutions indicated that they take appropriate measures to greet the public in person in both official languages: 77% of institutions nearly always take appropriate measures (84% for small institutions and 64% for airport authorities), and 11% of institutions very often take such measures (3% for small institutions and 7% for airport authorities).

Figure 4. Institutions' responses for "Appropriate measures are taken to greet the public in person in both official languages"



Contracts and agreements with third parties

Large and key institutions¹⁰ stated that contracts and agreements with third parties acting on behalf of bilingual offices contain clauses setting out their language obligations (79%, nearly always; 18%, very often). They said they ensure that measures are taken to verify that the language clauses are respected (84%, nearly always; 16%, very often). Immigration, Refugees and Citizenship Canada was the only institution that stated that the question did not apply to it.

Use of advertising media

All large and key institutions stated that they nearly always (94%) or very often (6%) select and use advertising media that reach the targeted public in the most efficient way possible in the official language of their choice. Two institutions, the Canada School of Public Service and the Canadian Space Agency, stated that the question did not apply to them.

10. The distinction between small institutions and large and key institutions was based on size and mandate in relation to official languages. Generally, small institutions are characterized as having fewer than 500 employees.



Implementation of the Official Languages (Communications with and Services to the Public) Regulations reapplication exercise

The Official Languages (Communications with and Services to the Public) Regulations (the regulations) require all federal institutions to undertake the regulations reapplication exercise every 10 years, following the release of data on first official language spoken from the most recent decennial census. To this, the Treasury Board added, in its Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations (the directive), a requirement to review the language obligations of all the offices subject to the provisions for significant demand. The regulations reapplication exercise updates the language obligations of federal offices offering services to the public, thereby ensuring that offices are designated bilingual where there is significant demand for services in the minority language, based on thresholds set out in the regulations.

To update the language obligations of their offices, federal institutions follow a three-stage process:

- ▶ Phase I: They examine the census data on the size and proportion of the official language minority population in the census areas in which their offices are located. Some institutions are also required to consider the number of people they serve at their offices.
- ▶ Phase II: They examine the census data on the size and proportion of the official language minority population in the broader area served by each affected office.
- ▶ Phase III: They gather data on the language preferences of the public they serve at a specific location.

In the first two phases of the regulations reapplication exercise, 89% of the targeted offices were reviewed, including all Canada Post offices; and the language obligations for communications with and services to the public were determined. [Burolis](#),^{iv} the federal government database that lists the offices of federal institutions where Canadians can obtain services in English, in French or in both official languages, is updated regularly to reflect the progress of the exercise.

Activities and results

In fiscal year 2015 to 2016, the Office of the Chief Human Resources Officer supported institutions in the application of the directive by providing interpretations, advice and individualized support in response to institutions' requests.



Table 2. Status of the offices under the Official Languages (Communications with and Services to the Public) Regulations reapplication exercise

Status	Number	Percentage
Offices removed from the exercise	188	1.8%
Follow-ups completed	9,441	92.2%
Ongoing follow-ups to the end of 2016	611	6.0%
Total	10,240	100%

Note: 1,277 offices were not included in the regulations reapplication exercise because they are automatically bilingual.

As of March 31, 2016, no change has been made to the linguistic designation of 9,270 offices, or 98.2% of the 9,441 offices reviewed:

- ▶ 2,219 offices continue to be designated bilingual for the purposes of communications with and services to the public
- ▶ 7,051 offices continue to provide communications with and services to the public in one official language

However, 89 of the 9,441 offices whose language obligations were reviewed have been newly designated bilingual, while 82 others will no longer be required to provide services in both official languages.¹¹ The majority of these 171 offices are Canada Post offices across the country.

Some 1,277 other federal offices are automatically designated bilingual under [section 22 or 24 of the act](#)^v and are therefore not included in the regulations reapplication exercise. It is also worth mentioning that since the start of this exercise, 188 federal offices have been removed from the exercise for a variety of reasons, including discontinuation of services, consolidation or relocation.

11. On November 17, 2016, the President of the Treasury Board announced an amendment to the Directive on the Implementation of the Official Languages (Communications with and Services to the Public) Regulations aimed at ensuring that bilingual offices that are still involved in the exercise continue to provide services in both official languages during the regulatory review.



Table 3. Impact of the Official Languages (Communications with and Services to the Public) Regulations reapplication exercise on the federal offices as a whole

Impact	Number	Percentage
No change in language obligations	10,547	91.6%
Newly bilingual offices	89	0.8%
Offices that are no longer required to provide services in both official languages	82	0.7%
Offices removed from the regulations reapplication exercise	188	1.6%
Offices whose language obligations have not yet been determined through the exercise	611	5.3%
Total offices	11,517	100%

The proportion of bilingual offices has increased by 1%, to 35%, since the start of the regulations reapplication exercise. It is estimated that by the end of the regulations reapplication exercise, more than 90% of the official language minority population will be able to receive federal services nearby in the minority language. Online services, toll-free telephone lines and other types of service delivery other than in-person service delivery are not included when calculating the availability of services nearby because all of those services are available in both official languages across Canada at all times.

After the second phase of the regulations reapplication exercise, certain unilingual offices became bilingual; they had until September 3, 2015, to comply with their new language obligations. Of the ten institutions where offices needed to comply with this deadline, seven stated in their review on official languages for fiscal year 2015 to 2016 that their newly bilingual offices had put in place the necessary resources to comply with their new language obligations. However, these institutions stated that all their offices that were designated as bilingual during the first phase were able to comply with their language obligations. The Business Development Bank of Canada stated that three offices had not yet acquired bilingual resources to meet their new obligations but that the [active offer of services](#)^{12, vi} was made in both official languages and that the telephone service was completely bilingual. Correctional Service Canada stated that six newly bilingual offices did not yet offer bilingual services at the time of the review but that the institution was working diligently to correct the situation. Finally, the Canadian Food Inspection Agency stated that, because of conflicting priorities, it was not able to follow up with its newly bilingual offices.

12. The Policy on Official Languages defines active offer as follows: “Clearly indicate visually and verbally that members of the public can communicate with and obtain services from a designated office in either English or French.”



The offices that have new bilingual obligations have one year to implement the necessary measures to provide services in both official languages. Non-compliance may result in complaints to the Commissioner of Official Languages.

For offices that are no longer required to provide bilingual services, the directive states that the minority language community must be consulted on the terms and conditions of the cessation of bilingual services, the date the services will stop, and the location of offices where the minority community can receive services in its language. The directive gives institutions up to two years to carry out these consultations. Bilingual services continue to be provided until the consultations are held. The final results of the exercise are scheduled to be released at the end of March 2017.

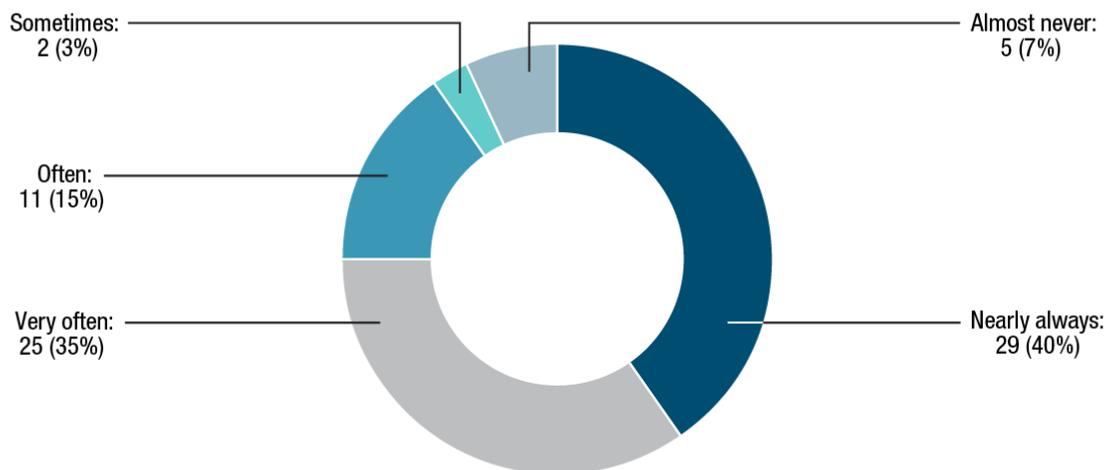


Language of work

Bilingual meetings

In regions designated bilingual for language of work purposes, 75% of the institutions reporting in fiscal year 2015 to 2016 stated that meetings are nearly always (40%) or very often (35%) conducted in both official languages and that employees may use the official language of their choice. In contrast, 59% of small institutions indicated that this is nearly always the case, and 21% stated that this is very often the case. Only one airport authority stated that this is always the case, another that it is very often the case, and three others (50%), that it is almost never the case. Twelve institutions, including eleven airport authorities, do not have offices in bilingual regions¹³ and did not need to respond to this question or responded that the question did not apply to them.

Figure 5. Institutions' responses for "Meetings are conducted in both official languages, and employees may use the official language of their choice"



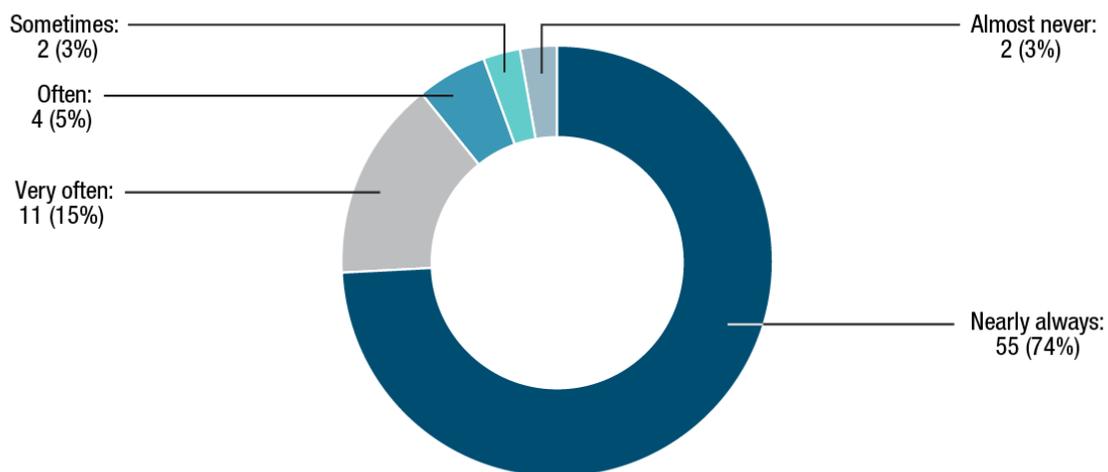
13. Only the Greater Fredericton Airport Authority Inc., the Greater Moncton International Airport Authority Inc., the Ottawa Macdonald-Cartier International Airport Authority, the Montreal Airports and Saint John Airport Inc. had to complete this section.



Bilingual supervision

Close to three quarters of the institutions (74%) stated that the incumbents of bilingual or either/or positions are nearly always supervised in the official language of their choice, regardless of whether the supervisors are located in bilingual or unilingual regions; 15% reported that this is very often the case. In small institutions, this is nearly always the case for 77% of them, and very often the case for 10%. For the five airport authorities where this applies, three stated that this is nearly always the case, one that it is very often the case, and one that it is sometimes the case.

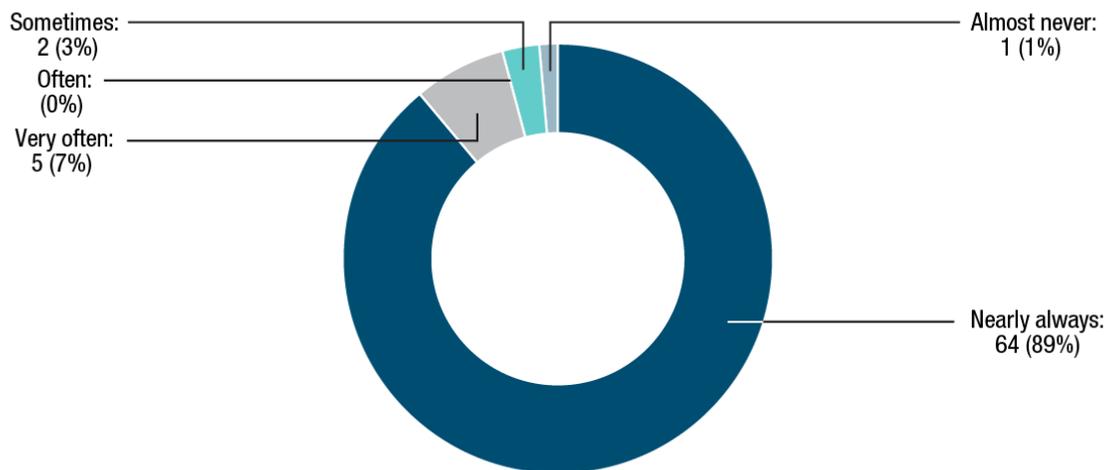
Figure 6. Institutions' responses for "Incumbents of bilingual or either/or positions are supervised in the official language of their choice, regardless of whether the supervisors are located in bilingual or unilingual regions"



Personal and central services

Almost all institutions that submitted a review stated that personal and central services are nearly always (89%) or very often (7%) provided to employees in bilingual regions in the official language of their choice. This is nearly always the case for 93% of small institutions. Four of the five airport authorities where this applies stated that this is nearly always the case.

Figure 7. Institutions' responses for "Personal and central services are provided to employees in bilingual regions in the official language of the employee's choice"



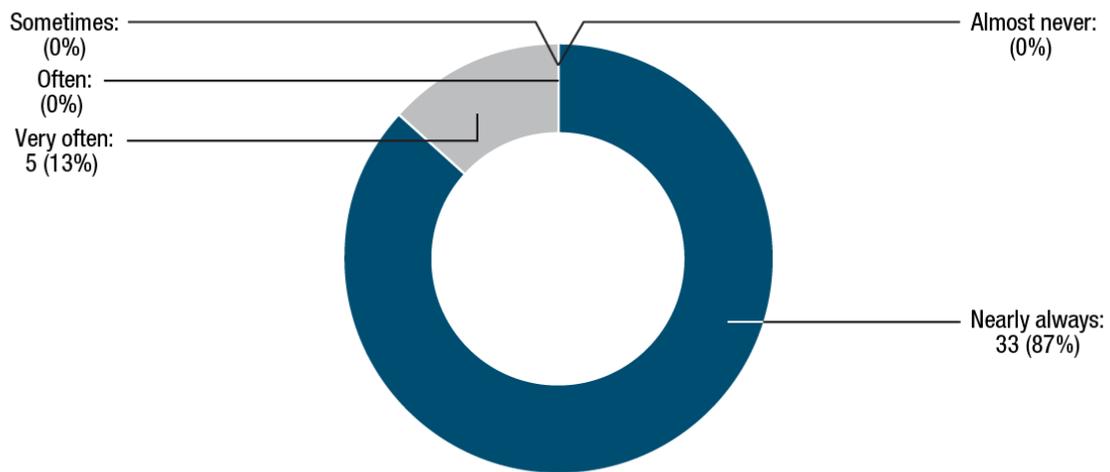
Training or professional development

Large and key institutions reported that employees nearly always (76%) or very often (21%) obtain training or professional development in the official language of their choice.

Documentation and work instruments

In a majority of these institutions, documentation and regularly and widely used work instruments and electronic systems are nearly always (87%) or very often (13%) available in the official language of employees' choice.

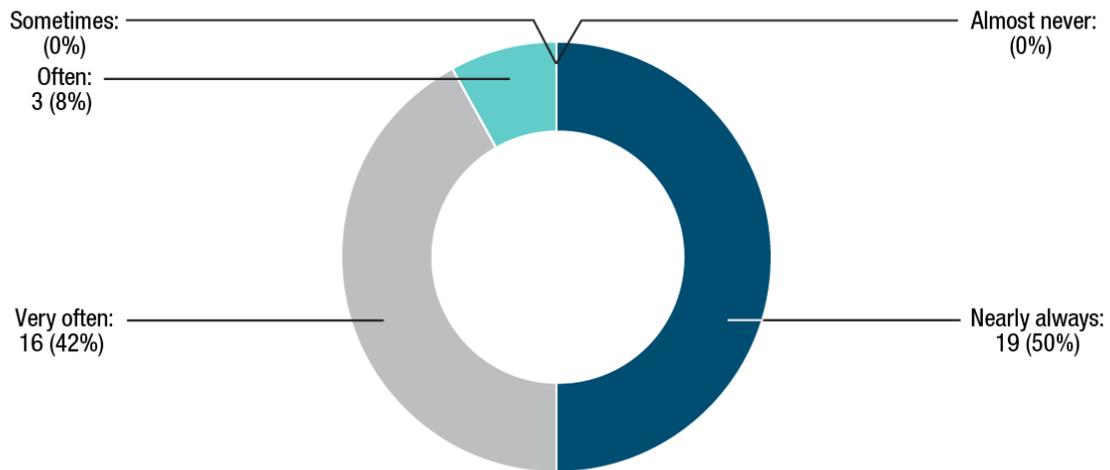
Figure 8. Institutions' responses for "Documentation and regularly and widely used work instruments and electronic systems are available in the official language of employees' choice"



Drafting documents

Among large and key institutions, 50% stated that employees can nearly always draft documents in the official language of their choice; 42% of them stated that they can very often do so.

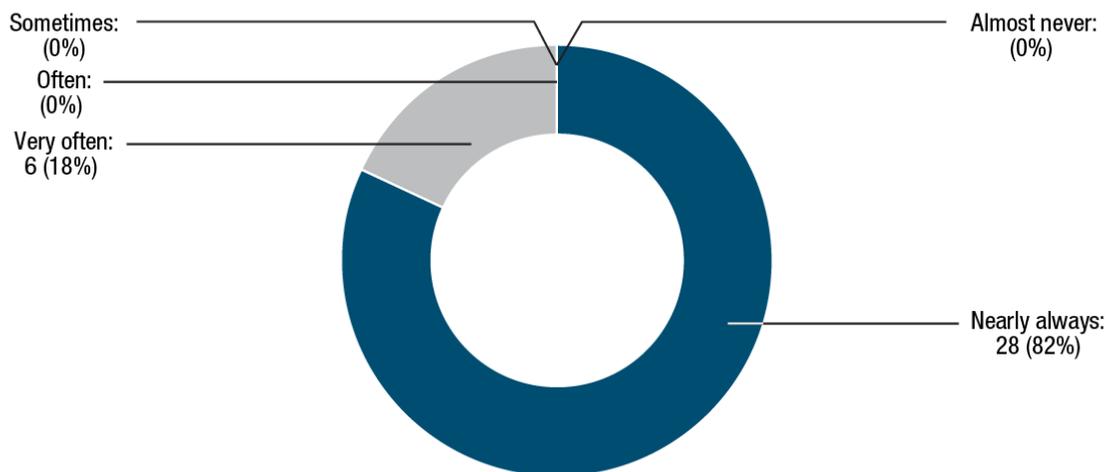
Figure 9. Institutions' responses for "Employees can draft documents in the official language of their choice"



Work instruments in unilingual regions

In unilingual regions, 82% of large and key institutions stated that [regularly and widely used work instruments and electronic systems](#)^{vii} are nearly always available in both official languages for employees who provide bilingual services to the public or to employees in a bilingual region. This is often the case for 18% of these institutions. Four large and key institutions stated that this question did not apply to them.¹⁴

Figure 10. Institutions' responses for "Regularly and widely used work instruments are available in both official languages for employees who are responsible for providing bilingual services to the public or to employees in bilingual regions"



Several institutions said that they used the results of the [2014 Public Service Employee Survey](#)^{viii} in their reviews for fiscal year 2015 to 2016 to support their responses regarding language of work.

Human resources management (including equitable participation)

Part VI of the Official Languages Act provides for workforce participation rates of Anglophones and Francophones in the federal public service that generally align with their representation in the general population.

14. A "Not applicable" response to this question may reflect the fact that the institution has no offices in unilingual regions, that it has no employees in a unilingual region that provides services to the public, or that it has no employees in regions designated bilingual.



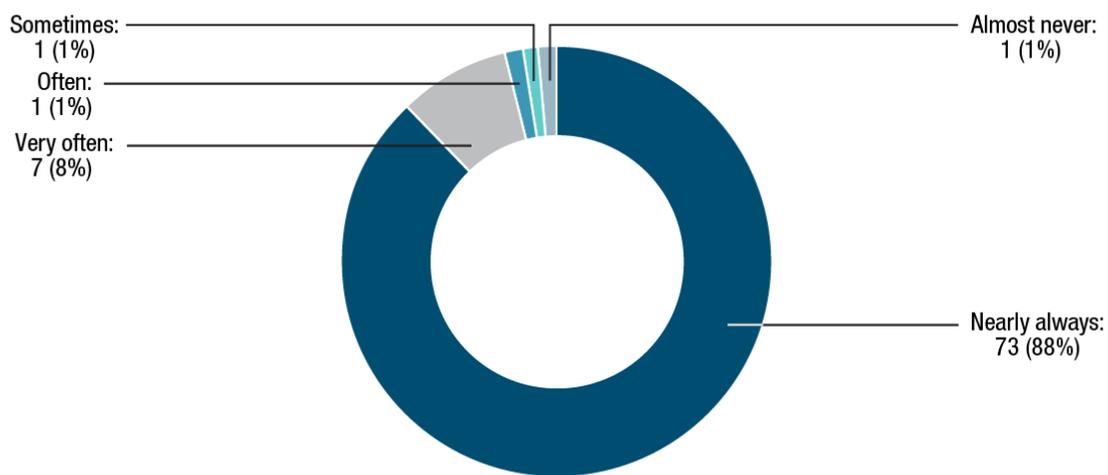
On March 31, 2016, the participation rate of Anglophones in all federal institutions subject to the act was 73.5%. The participation rate of Francophones was 26.5%. In the core public administration, the participation rate was 68.8% for Anglophones and 31.2% for Francophones.

According to data from the 2011 Census, 75% of the Canadian population have English as their first official language, and 23.2%, French. Based on a comparison of the workforce data and the most recent data from the 2011 Census, employees from both official language communities continue to be well represented in all federal institutions subject to the act. The participation rates of the two linguistic groups have remained relatively stable over the past five years.

Administrative measures for staffing

The institutions that submitted a review this fiscal year stated that administrative measures are nearly always (88%) or very often (8%) taken to ensure that bilingual positions are staffed appropriately so that services to the public and to employees can be offered in the official language of their choice, when required by Treasury Board policies. This is nearly always the case for 94% of small institutions, and very often the case for 3%. Ten airport authorities stated that they nearly always take such measures, and one stated that it very often does. Finally, three institutions, all of which are airport authorities, stated that the question did not apply to them.

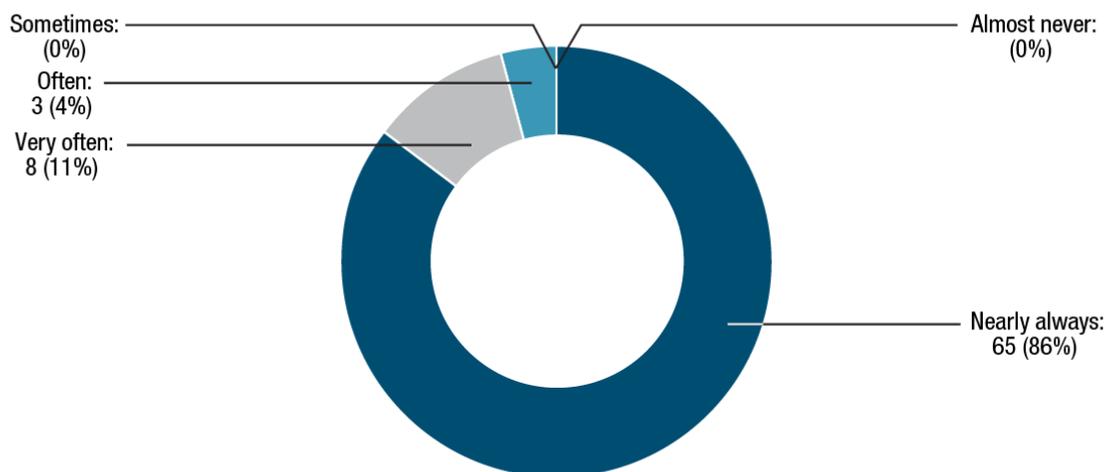
Figure 11. Institutions' responses for "Administrative measures are taken to ensure that bilingual positions are staffed appropriately, so that services to the public and to employees can be offered in the official language of their choice, as required by Treasury Board policies"



Establishing language requirements of bilingual positions

Almost all of the institutions stated that the language requirements of bilingual positions are nearly always (86%) or very often (11%) established objectively. Linguistic profiles reflect the duties of employees or their work units and take into account language obligations related to service to the public and language of work. Small institutions reported that for 90% of them, this is always the case; for 7% of them, it is very often the case. It is nearly always the case for airport authorities. Ten institutions (one large institution, two small institutions and seven airport authorities) indicated that the question did not apply to them.

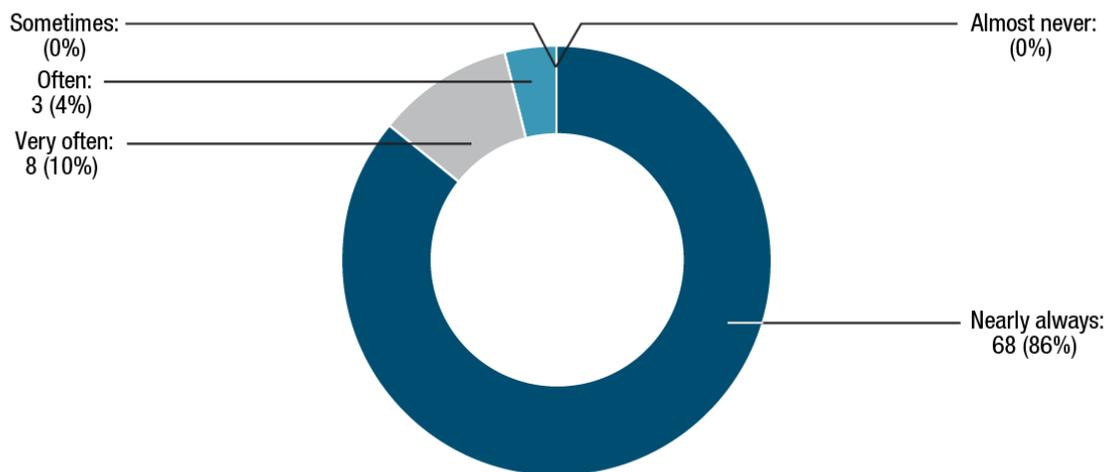
Figure 12. Institutions' responses for "The language requirements of bilingual positions are established objectively; linguistic profiles reflect the duties of employees or their work units, as well as the obligations related to service to the public and language of work"



Staffing bilingual positions

In all institutions where there are bilingual positions, these positions are nearly always (86%) or very often (10%) staffed by candidates who are bilingual at the time of appointment. This is nearly always the case for 87.5% of small institutions with bilingual positions and very often the case for 6% of them. It is nearly always the case for all airport authorities (100%). Seven institutions stated that the question did not apply to them.

Figure 13. Institutions' responses for "Bilingual positions are staffed by candidates who are bilingual on appointment"



Resources to meet language obligations

The 38 large and key institutions that submitted reviews stated that they nearly always (76%) or very often (16%) have the resources they need to meet their language obligations regarding service to the public and language of work.

To meet these obligations:

- ▶ half of these 38 institutions (50%) nearly always provide language training as part of their employees' career development and nearly another third of them (29%) very often provide it
- ▶ 63% of them nearly always provide a work environment that allows employees returning from language training to use and improve their second language skills so that they can retain what they learned, and 16% of them very often provide it

Governance and monitoring

In the fiscal year running from 2015 to 2016, 71% of institutions with performance agreements have included performance objectives for implementing the various parts of the act. In the case of small institutions, the proportion is 57%. Five institutions indicated that this did not apply to them. Airport authorities did not have to answer this question.

For almost all of the large and key institutions, language obligations regularly (58%) or sometimes (37%) appear as items on senior management committee agendas, as needed.

In large and key institutions, the champion or co-champions and the persons responsible for Parts IV, V, VI and VII of the act meet regularly (89%) or sometimes (11%) to discuss the official languages file.

Thirty-seven out of the 38 large and key institutions have established an official languages committee, a network, or a working group made up of representatives from the different sectors or regional offices, which meets regularly (87%) or sometimes (11%) to deal horizontally with questions related to language obligations. Only one, the Privy Council Office, does not have such a committee.

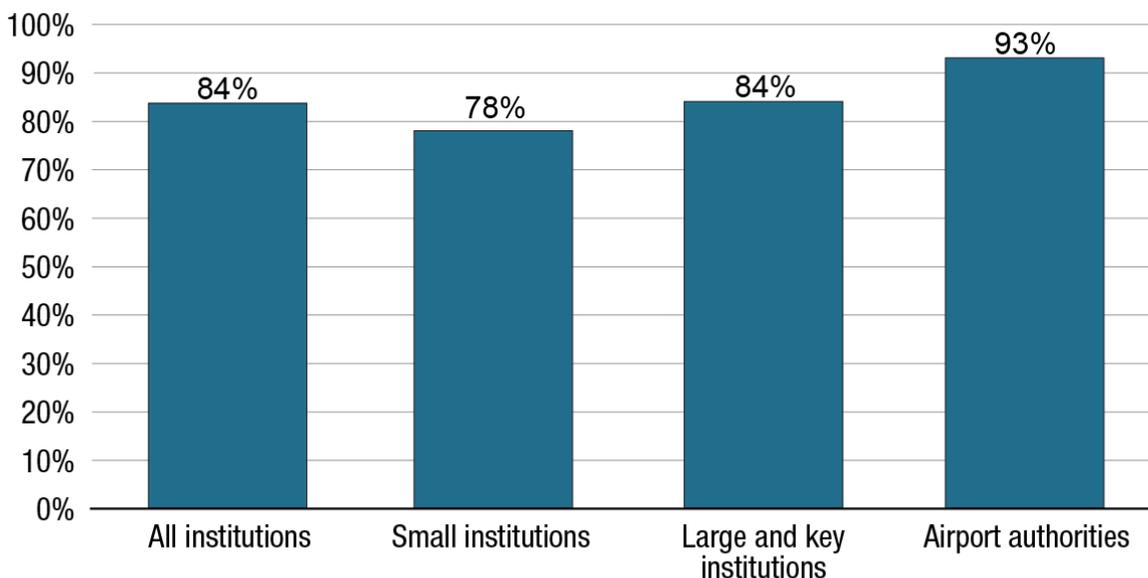
Of all the institutions that submitted a review, 64 (91%) stated that they regularly take measures to ensure that employees are well aware of the obligations related to various parts of the act. Of all the small institutions, 88% stated that this was the case for them. Airport authorities did not have to answer this question.



Activities to measure availability and quality of services

Of all institutions, 84% conducted activities during the fiscal year to measure the availability and quality of services offered to the public in both official languages. The same percentage applies to large and key institutions. Among small institutions, this rate was 78%, and among airport authorities, it was 93%.

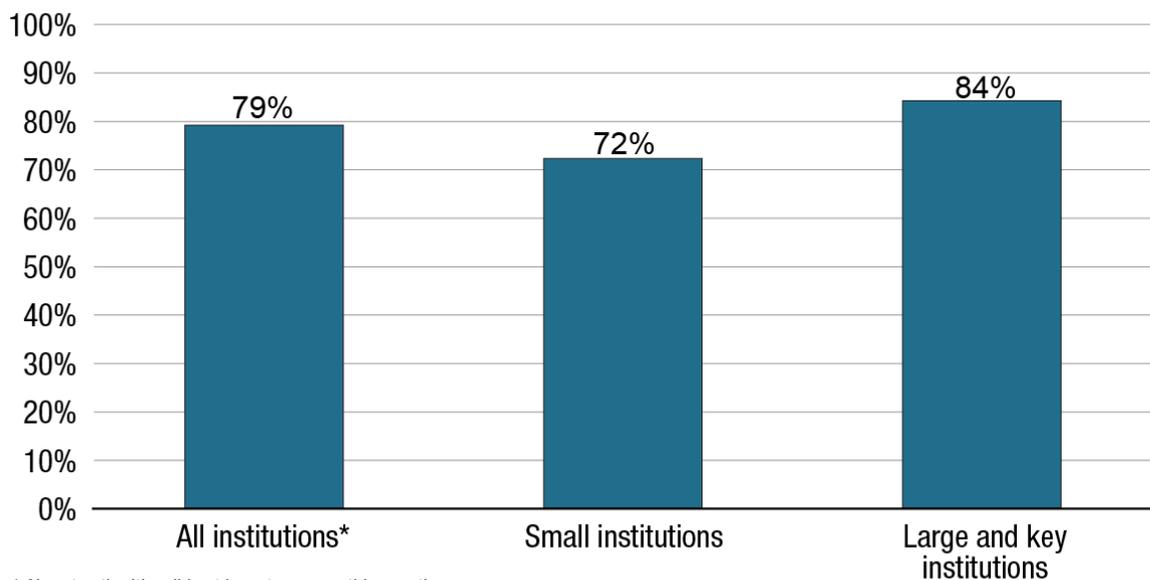
Figure 14. Percentage of institutions that carried out activities throughout the year to measure the availability and quality of services offered in both official languages (Part IV)



Activities to measure the use of official languages in the workplace

Seventy-nine per cent of all institutions, 72% of small institutions, and 84% of large and key institutions carried out activities to periodically measure whether employees can use the official language of their choice in the workplace in any region designated bilingual for the purposes of language of work. Airport authorities were not questioned about this.

Figure 15. Percentage of institutions that carry out activities to periodically measure whether employees in regions designated bilingual for the purposes of language of work can use the official language of their choice in the workplace (Part V)



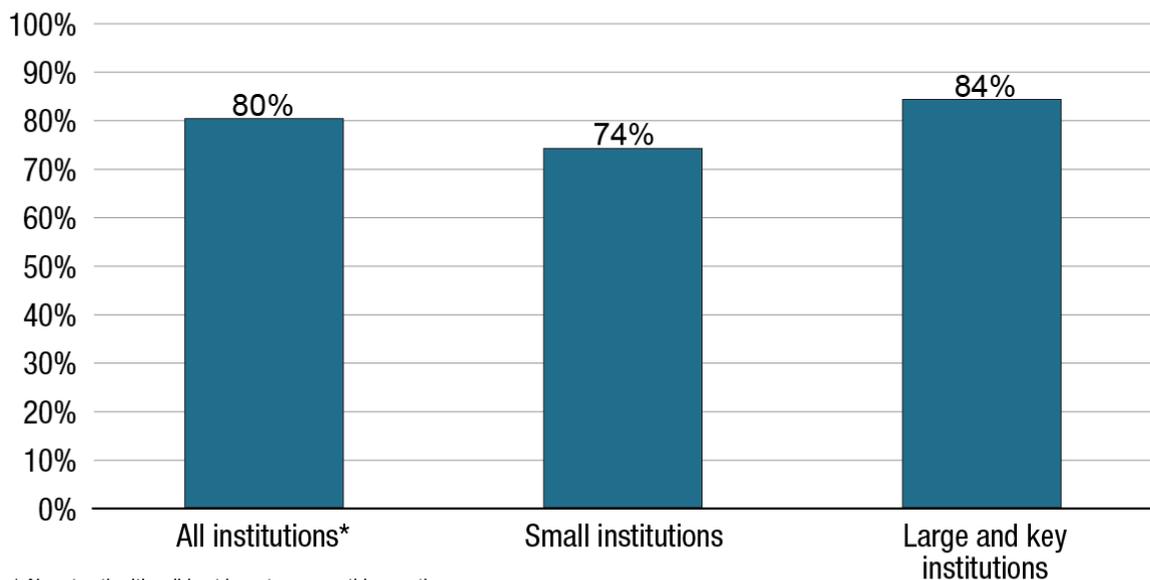
* Airport authorities did not have to answer this question.



Mechanisms to determine and document impact of decisions

More than three quarters (80%) of all institutions, 74% of small institutions, and 84% of large and key institutions indicated that they have mechanisms in place to determine whether their decisions have an impact on the implementation of the act, and to document their findings. Such decisions might have to do with adopting or revising a policy, creating or eliminating a program, or establishing or closing an office. Of the 65 institutions that submitted a review, 13 (including 7 small institutions) stated that they do not have such mechanisms, and 5 small institutions specified that this question did not apply to them.

Figure 16. Percentage of institutions that have mechanisms in place to determine and document the impact of their decisions on the implementation of the act



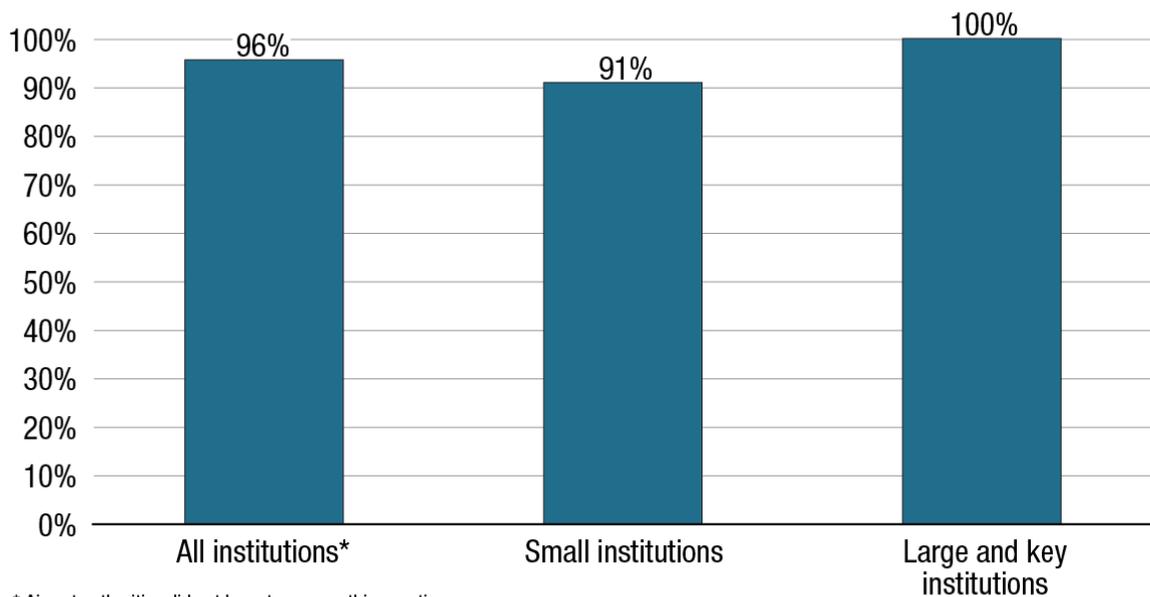
Audit or evaluation activities

Seventy-one per cent of institutions stated that audit or evaluation activities are undertaken by internal audit or other units to evaluate to what extent official language requirements are being implemented. In small institutions, the rate is 61%, and one of them stated that the question did not apply to it.

Shortcomings or deficiencies

When monitoring activities or mechanisms reveal shortcomings or deficiencies, almost all of the institutions (96%) stated that steps are taken and documented to improve or rectify the situation. This is the case for 91% of small institutions.

Figure 17. Percentage of institutions that take and document steps to quickly improve or rectify a situation when monitoring activities or mechanisms reveal shortcomings or deficiencies



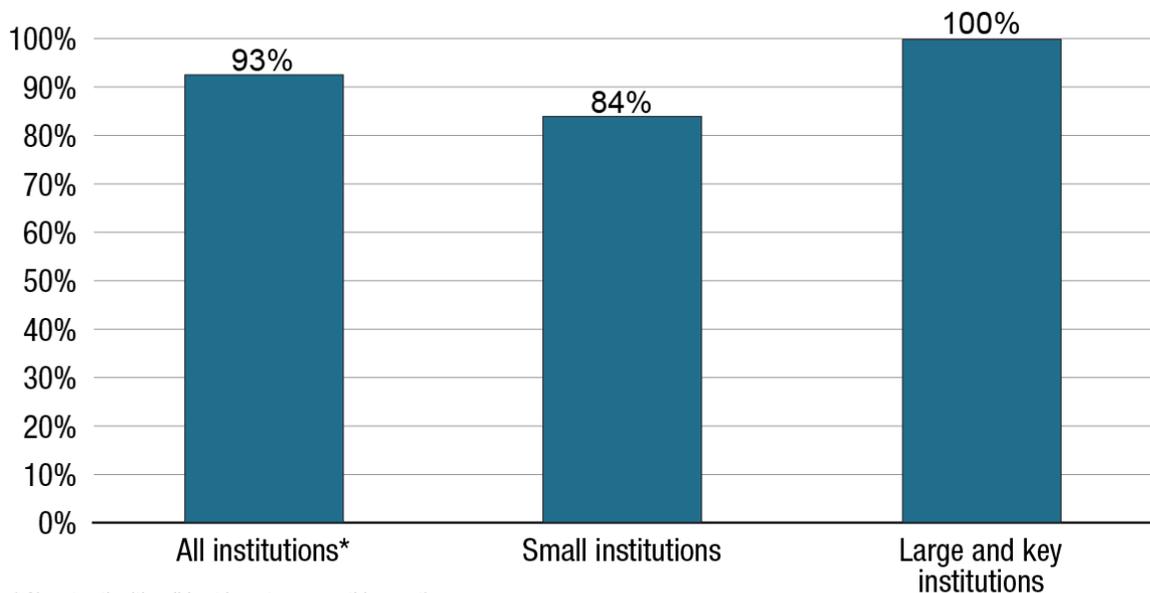
* Airport authorities did not have to answer this question.



Informing the deputy head

Of all institutions, 93% stated that their deputy head is informed of the results of monitoring activities. The rate is 84% for small institutions.

Figure 18. Percentage of institutions whose deputy head is informed of the results of monitoring activities



* Airport authorities did not have to answer this question.

Office of the Chief Human Resources Officer activities and follow-up

In fiscal year 2015 to 2016, the Office of the Chief Human Resources Officer (OCHRO) continued to provide horizontal support to federal institutions on key issues. To help institutions improve their outcomes in certain areas, OCHRO worked with them through the following:

- ▶ Clearspace, an external online platform (for example, information sharing, discussions)
- ▶ the activities of the departmental and Crown corporation advisory committees on official languages (for example, workshops, case studies, discussions)
- ▶ the Council of the Network of Official Languages Champions (for example, an annual conference, the Council's regular meetings, and a best practices forum).

The topics that were discussed included the following:

- ▶ the role and responsibilities of persons responsible for official languages; institutions' bilingual capacity; the availability of equivalent resources in both official languages (training, translation, software, documentation); the action plans on official languages
- ▶ identification of language requirements for positions and the bilingualism bonus, specifically for supervisory positions; staffing of bilingual positions; reclassification of positions; language of work; access to language training; second-language evaluations
- ▶ grievances; communications between administrative regions
- ▶ bilingual signature blocks; order of priority for official languages in digital postings and outside of Canada; translation of drafts, access to information requests, public tenders and documents containing a third language
- ▶ active offer; accessibility for visually impaired persons; publications on institutional websites, social media and Web 2.0; organizing public activities; signage, video productions, pictograms and emblems on uniforms and corporate identity
- ▶ grants and contributions, as well as reference tools for addressing official language requirements when drafting memorandums to Cabinet or Treasury Board submissions

OCHRO continued to support the departments' and Crown corporations' official languages advisory committees, which are made up of persons responsible for official languages, specifically by supporting the working group on language training and retention and the working group on active offer.

OCHRO was involved in developing the My GCHR (My Government of Canada Human Resources) portal, a new service-delivery model for human resources in the core public administration, to ensure the proper integration of official language requirements into the system. A working group made up of persons responsible for official languages and OCHRO representatives defined the business requirements so that portal functionalities better meet needs with respect to monitoring, data and alignment with Treasury Board policies.

OCHRO also contributed to various activities and initiatives led by the Council of the Network of Official Languages Champions (the Council) and the community of official languages champions, to help champions support deputy heads in implementing their official language obligations and in promoting official languages in their institutions.

For example, OCHRO took part in the Council's working group on the 2014 Public Service Employee Survey, providing advice and more in-depth data analyses on the use of official languages. The analyses focused on the results for the six opinion questions on the use of official languages according to several demographic factors, such as respondents' first official language,



the linguistic designation of their position, their workplace, and their obligations with respect to language of service. The working group submitted its recommendations to the team responsible for the 2017 survey:

- ▶ keep the six questions relating to official languages
- ▶ give respondents who state that they have been the victim of discrimination on the job for a reason other than the 11 prohibited grounds of discrimination under the [Canadian Human Rights Act](#) the opportunity to specify the type of discrimination, such as language

On May 22, 2015, OCHRO worked with the Council of the Network of Champions and Canadian Heritage to hold a forum of language commissioners. The next day, it welcomed the Swiss federal delegate for plurilingualism, Nicoletta Mariolini, to discuss official languages policies and practices in Canada and Switzerland.

OCHRO also promoted the sharing of good practices by supporting the organization of the Best Practices Forum, which was held in Ottawa in December 2015 and brought together 180 participants. The format chosen for the forum, which was organized by the Council of the Network of Official Language Champions, was short promotional presentations on good practices that have been successful in an institution, so that others could adopt them.

For the first time, in February 2016, OCHRO offered, through web broadcasting in the form of a radio show, a session for human resources practitioners on identifying linguistic profiles and on staffing bilingual positions. OCHRO also worked with the Canada School of Public Service on updating the introductory course on official languages, the series on official languages and the course entitled “Language of Work: Knowing One’s Rights and Responsibilities and Maintaining One’s Skills,” which are now all available online.

These activities, as well as discussions and dialogues in the official languages community through the Clearspace platform, promoted the sharing of good practices and contributed to improved results and a better understanding of official languages obligations. This platform makes it possible to reach the community of persons responsible for official languages quickly and efficiently. As of March 31, 2016, it had enabled 388 discussions and the sharing of 108 documents among the 272 members of the community since its inception.

In January 2016, the Commissioner of Official Languages tabled the [final report on the audit of the Treasury Board of Canada Secretariat within the context of the 2011–2012 Strategic and Operating Review](#), which revealed some weaknesses regarding compliance with Part VII of the Official Languages Act. The Office of the Chief Human Resources Officer, within the Treasury Board of Canada Secretariat (TBS-OCHRO), believes that, during this review, it provided explicit guidance on the responsibility of federal institutions to consider the impact of savings



proposals on official language minority communities. TBS-OCHRO consulted and engaged with Canadian Heritage to seek feedback on the effectiveness of the Secretariat's guidance on conducting impact assessments related to proposals. TBS-OCHRO indicated that it would revise its guidance, if warranted, to ensure that it disseminates the relevant information to federal institutions early in the process, during expenditure review exercises. As of December 2015, TBS-OCHRO had modified its action plan on official languages to reflect its intention to continue the good practices noted in the audit report during future expenditure reviews. TBS-OCHRO worked on developing an official languages accountability framework, which it submitted to its senior management in March 2016 and posted on its intranet site for all of its employees. The framework clarifies its obligations, the roles and responsibilities of various sectors and individuals, and the coordination mechanisms in place within the Secretariat.

TBS-OCHRO began the process of renewing the Policy on Official Languages and the related policy instruments. It also developed a logic model specific to the Policy. This process will continue through the next year. It is part of the Secretariat's efforts to streamline the Treasury Board policy suite by offering incentives and rules that clearly define responsibilities and that are easy to find and understand.

Finally, the Assistant Deputy Minister, Governance Planning and Policy, OCHRO, and the Executive Director of the Official Languages Centre of Excellence appeared before the [House of Commons Standing Committee on Official Languages](#)^{ix} on March 7, 2016, to answer members' questions on the Roadmap for Canada's Official Languages. They largely addressed the legislative framework governing official languages, specifically in the public service, as well as performance evaluation, the bilingualism bonus, the reviews submitted by institutions, the Public Service Employee Survey, the use of social media by institutions and their compliance with policies.

Conclusion and trends

Large and small institutions that are subject to the Official Languages Act indicated in their reviews that they are determined to fully comply with their obligations under the act and the regulations, and to implement all the requirements of the Policy on Official Languages. Again this year, there are more bilingual public servants than incumbents of bilingual positions, and more incumbents who meet the linguistic requirements of their position than in the previous year. This is true even though more positions require a higher level of oral interaction in the other official language.

The federal public service is therefore becoming more and more bilingual. Managers and supervisors can ensure that language skills remain valued at work and are used every day to foster a workplace that is conducive to the use of both official languages in regions that are



designated bilingual. The possibility to become bilingual, to improve one's skills in the other official language, and in turn to better understand and serve all Canadians, must be a selling point, an incentive to bring people into the federal public service.

The Canada School of Public Service is offering more language training courses online, including a course on employees' language rights, which public servants can take at their own pace and at no cost.

Bilingualism is a core value of the federal public service and the country. The public service is tasked with embodying this value in its practices and culture. As a follow-up to a [research-action roundtable](#) that he chaired as associate deputy minister of Canadian Heritage in 2003, the Clerk of the Privy Council asked two deputy heads, in the fall of 2016, to develop a plan on how to improve the use of official languages in the workplace. This project has started a dialogue, created momentum and aims to determine how to stimulate real change around the use of official languages in the workplace. Through consultations with federal public servants, ideas are being sought on how to make the work environment more conducive to the use of both official languages. TBS-OCHRO, through the Official Languages Centre of Excellence, is supporting the work on this project.

Another key initiative is the review of the Official Languages (Communications with and Services to the Public) Regulations. The regulations were adopted in 1991 and have not been comprehensively reviewed since. The composition of the Canadian population has changed, and so have government services and programs. The regulatory review launched on November 17, 2016, is part of the commitment to ensure that all federal services are delivered in full compliance with the Official Languages Act. The review will mainly seek to:

- ▶ develop an improved approach to the current calculation method that will better reflect the needs and interests of minority language communities, reflect current demographics and respond to changing demographics in the future
- ▶ explore opportunities presented by new technologies to improve service delivery in both official languages
- ▶ improve bilingual services in the area of transportation

By using an approach that is sensitive to demographic changes and leveraging new technologies, the Government of Canada will maintain and enhance access to bilingual services in full compliance with the Official Languages Act.



Appendix A: Federal institutions required to submit a review for fiscal year 2015 to 2016

Eighty-six federal institutions submitted a review for fiscal year 2015 to 2016. The distinction between small and large or key institutions was based on size and mandate in relation to official languages. Large and key institutions were required to respond to a longer questionnaire. In general, small institutions are those with fewer than 500 employees. This year, airport authorities were also invited to submit a review on official languages.

Large and key institutions

- ▶ Agriculture and Agri-Food Canada
- ▶ Air Canada
- ▶ Atlantic Canada Opportunities Agency
- ▶ Canada Border Services Agency
- ▶ Canada Mortgage and Housing Corporation
- ▶ Canada Revenue Agency
- ▶ Canada School of Public Service
- ▶ Canada Post
- ▶ Canadian Air Transport Security Authority
- ▶ Canadian Food Inspection Agency
- ▶ Canadian Heritage*
- ▶ Canadian Space Agency
- ▶ Correctional Service Canada
- ▶ Department of Finance Canada
- ▶ Department of Justice Canada
- ▶ Employment and Social Development Canada
- ▶ Environment and Climate Change Canada
- ▶ Fisheries and Oceans Canada
- ▶ Global Affairs Canada
- ▶ Health Canada
- ▶ Immigration, Refugees and Citizenship Canada
- ▶ Indigenous and Northern Affairs Canada
- ▶ Innovation, Science and Economic Development Canada



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- ▶ Library and Archives Canada
 - ▶ National Defence
 - ▶ National Research Council Canada
 - ▶ NAV Canada
 - ▶ Natural Resources Canada
 - ▶ Public Prosecution Service of Canada
 - ▶ Public Safety Canada
 - ▶ Public Service Commission of Canada
 - ▶ Public Services and Procurement Canada
 - ▶ Privy Council Office
 - ▶ Royal Canadian Mounted Police
 - ▶ Shared Services Canada
 - ▶ Transport Canada
 - ▶ Treasury Board of Canada Secretariat
 - ▶ Veterans Affairs Canada
 - ▶ VIA Rail Canada Inc.

Small institutions

- ▶ Canada Council for the Arts
- ▶ Canada Economic Development for Quebec Regions
- ▶ Canadian Environmental Assessment Agency
- ▶ Canadian Museum for Human Rights
- ▶ Canadian Museum of Immigration at Pier 21
- ▶ Canadian Race Relations Foundation
- ▶ Canadian Security Intelligence Service
- ▶ Canadian Transportation Agency
- ▶ Civilian Review and Complaints Commission for the RCMP
- ▶ Copyright Board Canada
- ▶ Destination Canada
- ▶ Great Lakes Pilotage Authority Canada
- ▶ Infrastructure Canada



-
- ▶ Military Grievance External Review Committee
 - ▶ Montreal Port Authority
 - ▶ National Capital Commission
 - ▶ National Film Board
 - ▶ National Gallery of Canada
 - ▶ Office of the Commissioner for Federal Judicial Affairs Canada
 - ▶ Office of the Commissioner of Official Languages
 - ▶ Office of the Public Sector Integrity Commissioner of Canada
 - ▶ Sciences and Engineering Research Canada
 - ▶ Social Sciences and Humanities Research Council of Canada
 - ▶ St. Lawrence Seaway Management Corporation
 - ▶ Status of Women Canada
 - ▶ Supreme Court of Canada
 - ▶ Telefilm Canada
 - ▶ The Correctional Investigator Canada
 - ▶ Toronto Port Authority
 - ▶ Trois-Rivières Port Authority
 - ▶ Western Economic Diversification Canada

Airport authorities

- ▶ Calgary Airport Authority
- ▶ Edmonton Regional Airports Authority
- ▶ Greater Fredericton Airport Authority Inc.
- ▶ Greater Moncton Airport Authority Inc.
- ▶ Greater Toronto Airports Authority
- ▶ Halifax International Airport Authority
- ▶ Montreal Airports
- ▶ Ottawa Macdonald-Cartier International Airport Authority
- ▶ Quebec Airport Inc.
- ▶ Regina Airport Authority
- ▶ Saint John Airport Inc.



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- ▶ Saskatoon Airport Authority
 - ▶ St. John's International Airport Authority
 - ▶ Vancouver International Airport Authority
 - ▶ Victoria Airport Authority
 - ▶ Winnipeg Airports Authority

Only one federal institution, the Blue Water Bridge Authority, did not submit a review for fiscal year 2015 to 2016. It was amalgamated with the Federal Bridge Corporation Limited, an institution that was not required to submit a review this year.

* Canadian Heritage's review was compiled with the small institutions' results as the department was asked to complete the short questionnaire this year.



Appendix B: Sources of statistical data

There are three main sources of statistical data in Appendix D:

- ▶ Burolis is the official inventory of offices that indicates whether they have an obligation to communicate with the public in both official languages.
- ▶ The Position and Classification Information System (PCIS) covers the positions and employees of institutions that are part of the core public administration.
- ▶ The Official Languages Information System II (OLIS II) provides information on the resources held by institutions that are not part of the core public administration (in other words, Crown corporations and separate agencies).

The reference date for the data in the statistical tables is the same for the data systems: March 31, 2016, for the PCIS and Burolis, as well as for OLIS II.

One institution, Canadian Forces Morale and Welfare Services, was unable to provide complete information on the allocation of their resources serving the public in English or French for all of their offices designated bilingual. The Vancouver International Airport Authority provided no data on this subject.

Notes

Percentages in the tables in Appendix D may not add up to 100% due to rounding.

The data in this report that pertain to positions in the core public administration are compiled from the Position and Classification Information System.

Pursuant to the Public Service Official Languages Exclusion Approval Order, incumbents may not meet the language requirements of their position for two reasons:

- ▶ They are exempt
- or
- ▶ They have two years to meet the language requirements

The linguistic profile of a bilingual position is based on three levels of second language proficiency:

- ▶ Level A: Minimum proficiency
- ▶ Level B: Intermediate proficiency
- ▶ Level C: Superior proficiency



Appendix C: Definitions

“Position” means a position filled for an indeterminate period or a determinate period of three months or more, according to the information in the Position and Classification Information System.

“Resources” refers to the resources required to meet obligations on a regular basis, according to the information available in the Official Languages Information System II. Resources can consist of a combination of full-time and part-time employees as well as contract resources. Some cases involve automated functions, hence the need to use the term “resources” in this report.

“Bilingual position” is a position in which all or part of the duties must be performed in both English and French.

“Reversible” or “either/or position” is a position in which all the duties can be performed in English or French, depending on the employee’s preference.

“Incomplete record” means a position for which data on language requirements is incorrect or missing.

“Linguistic capacity outside Canada” refers to all rotational positions outside Canada (for example, rotational employees) that are staffed from a pool of employees with similar skills. Most of these positions are with Global Affairs Canada.

In statistical tables 5, 7, 10 and 12 in Appendix D, the levels required in second language proficiency refer only to oral interaction (understanding and speaking). The “Other” category refers to positions either requiring code P (specialized proficiency) or not requiring any second language oral interaction skills.

The terms “Anglophone” and “Francophone” refer to employees on the basis of their first official language. The first official language is the language declared by the employee as the one with which he or she has a primary personal identification.



Appendix D: Statistical tables

Table 1

Bilingual positions and pool of bilingual employees in the core public administration

From fiscal year 2014 to 2015 to fiscal year 2015 to 2016, the percentages of bilingual positions and bilingual employees in the core public administration decreased slightly to 43% and 45%, respectively.

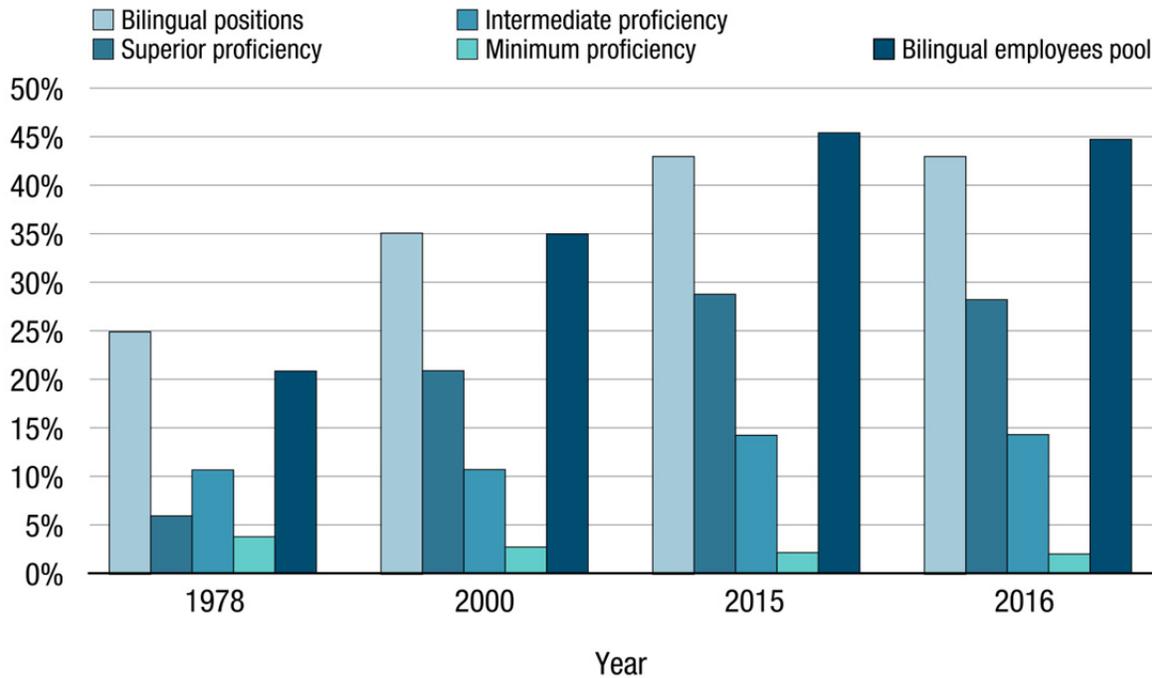


Table 1: Text version



Table 2

Linguistic requirements of positions in the core public administration

From fiscal year 2014 to 2015 to fiscal year 2015 to 2016, the number and proportion of bilingual positions in the core public administration declined slightly, although the total number of positions increased again.

Year	Bilingual positions		English essential positions		French essential positions		English or French essential positions		Incomplete records		Total positions
1978	52,300	24.7%	128,196	60.5%	17,260	8.1%	14,129	6.7%	0	0.0%	211,885
2000	50,535	35.3%	75,552	52.8%	8,355	5.8%	7,132	5.0%	1,478	1.0%	143,052
2015	78,748	43.3%	90,298	49.7%	6,485	3.6%	5,908	3.2%	427	0.2%	181,866
2016	78,709	43.2%	90,822	49.9%	6,441	3.5%	5,916	3.2%	222	0.1%	182,110



Table 3

Linguistic requirements of positions in the core public administration, by province, territory or region

Of the 182,110 positions in the core public administration in fiscal year 2015 to 2016, a total of 78,709 positions were bilingual. Most of the bilingual positions were in the National Capital Region (68%), Quebec (excluding the NCR) (67.2%) and New Brunswick (53.7%).

Province, territory or region	Unilingual positions										Total positions
	Bilingual positions		English essential		French essential		English or French essential		Incomplete records		
British Columbia	492	3.1%	15,599	96.7%	1	0.0%	32	0.2%	5	0.0%	16,129
Alberta	388	4.1%	9,139	95.5%	2	0.0%	33	0.3%	5	0.1%	9,567
Saskatchewan	139	3.1%	4,400	96.7%	4	0.1%	6	0.1%	0	0.0%	4,549
Manitoba	509	7.9%	5,935	91.8%	0	0.0%	19	0.3%	5	0.1%	6,468
Ontario (excluding the NCR)	2,576	10.9%	20,961	88.4%	8	0.0%	140	0.6%	22	0.1%	23,707
National Capital Region (NCR)	54,704	68.0%	20,124	25.0%	157	0.2%	5,411	6.7%	79	0.1%	80,475
Quebec (excluding the NCR)	13,415	67.2%	150	0.8%	6,224	31.2%	151	0.8%	15	0.1%	19,955
New Brunswick	3,569	53.7%	2,976	44.7%	28	0.4%	73	1.1%	6	0.1%	6,652
Prince Edward Island	458	29.3%	1,104	70.6%	1	0.1%	1	0.1%	0	0.0%	1,564
Nova Scotia	924	11.7%	6,873	86.7%	15	0.2%	36	0.5%	82	1.0%	7,930
Newfoundland and Labrador	94	3.3%	2,724	96.4%	0	0.0%	7	0.2%	0	0.0%	2,825
Yukon	18	6.6%	255	93.1%	0	0.0%	1	0.4%	0	0.0%	274
Northwest Territories	12	3.2%	368	96.8%	0	0.0%	0	0.0%	0	0.0%	380
Nunavut	13	5.9%	206	92.8%	0	0.0%	3	1.4%	0	0.0%	222
Outside Canada	1,398	98.9%	8	0.6%	1	0.1%	3	0.2%	3	0.2%	1,413
Total	78,709	43.2%	90,822	49.9%	6,441	3.5%	5,916	3.2%	222	0.1%	182,110



Table 4

Bilingual positions in the core public administration and linguistic status of incumbents

Employees in bilingual positions in the core public administration continued to meet the linguistic requirements of their positions.

Year	Employees meet requirements		Employees do not meet requirements				Incomplete records		Total employees
	Count	Percentage	Exempted	Must meet	Count	Percentage	Count	Percentage	
1978	36,446	69.7%	14,462	27.7%	1,392	2.7%	0	0.0%	52,300
2000	41,832	82.8%	5,030	10.0%	968	1.9%	2,705	5.4%	50,535
2015	75,172	95.5%	2,909	3.7%	141	0.2%	526	0.7%	78,748
2016	75,200	95.5%	2,780	3.5%	143	0.2%	586	0.7%	78,709

Table 5

Bilingual positions in the core public administration and level of second-language proficiency required (oral interaction)

The percentage of bilingual positions in the core public administration that require Level C proficiency for oral interaction has increased by 0.7% since fiscal year 2014 to 2015.

Year	Level C		Level B		Level A		Other		Total positions
Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage		
1978	3,771	7.2%	30,983	59.2%	13,816	26.4%	3,730	7.1%	52,300
2000	12,836	25.4%	34,677	68.6%	1,085	2.1%	1,937	3.8%	50,535
2015	26,434	33.6%	50,407	64.0%	534	0.7%	1,373	1.7%	78,748
2016	27,008	34.3%	49,977	63.5%	414	0.5%	1,310	1.7%	78,709



Table 6

Service to the public: Bilingual positions in the core public administration and linguistic status of incumbents

From fiscal year 2014 to 2015 to fiscal year 2015 to 2016, the percentage of employees in the core public administration who provided services to the public and who met the linguistic requirements of their positions remained stable. This is an indication that institutions have the necessary capacity to serve the public in both official languages.

Year	Employees meet requirements		Employees do not meet requirements				Incomplete records		Total employees
	Count	Percentage	Exempted	Count	Percentage	Must meet	Count	Percentage	
1978	20,888	70.4%	8,016	27.0%	756	2.5%	0	0.0%	29,660
2000	26,766	82.3%	3,429	10.5%	690	2.1%	1,631	5.0%	32,516
2015	42,087	95.7%	1,517	3.4%	78	0.2%	303	0.7%	43,985
2016	41,382	95.7%	1,457	3.4%	75	0.2%	333	0.8%	43,247

Table 7

Service to the public: Bilingual positions in the core public administration and level of second language proficiency required (oral interaction)

Although the number of positions in the core public administration has decreased since fiscal year 2013 to 2014, the percentage of bilingual positions offering services to the public and requiring Level C proficiency for oral interaction increased to 39.4% in fiscal year 2015 to 2016.

Year	Level C		Level B		Level A		Other		Total positions
1978	2,491	8.4%	19,353	65.2%	7,201	24.3%	615	2.1%	29,660
2000	9,088	27.9%	22,421	69.0%	587	1.8%	420	1.3%	32,516
2015	16,904	38.4%	26,754	60.8%	247	0.6%	80	0.2%	43,985
2016	17,022	39.4%	26,002	60.1%	158	0.4%	65	0.2%	43,247



Table 8

Service to the public: Positions in the core public administration and linguistic status of incumbents, by region

Of the 99,771 positions in the core public administration that offer services to the public, 43,247 positions offered services in both English and French; 41,382 of the 43,247 employees occupying bilingual positions met the language requirements of their positions.

Province, territory or region	Bilingual positions				Unilingual positions			Total employees
	Employees meet requirements	Employees do not meet requirements			English essential	French essential	English or French essential	
		Exempted	Must meet	Incomplete records				
Western and Northern Canada	1,118	51	3	50	24,006	6	38	25,272
Ontario (excluding the NCR)	1,644	72	2	55	13,285	1	32	15,091
National Capital Region (NCR)	25,051	761	61	119	6,686	63	1,450	34,191
Quebec (excluding the NCR)	8,989	211	2	73	49	3,838	53	13,215
New Brunswick	2,605	105	6	17	1,710	14	8	4,465
Other Atlantic provinces	881	62	1	8	5,257	9	14	6,232
Outside Canada	1,094	195	0	11	4	0	1	1,305
All regions	41,382	1,457	75	333	50,997	3,931	1,596	99,771



Table 9

Personal and central services: Bilingual positions in the core public administration and linguistic status of incumbents

In fiscal year 2015 to 2016, 95.6% of the 55,235 employees who occupy positions in the core public administration that offer personal and central services met the linguistic requirements of their positions. This result is stable in comparison with the result for fiscal year 2014 to 2015.

Year	Employees meet requirements		Employees do not meet requirements				Incomplete records		Total employees
	Count	Percentage	Exempted	Count	Percentage	Must meet	Count	Percentage	
2014	53,486	95.7%	1,924	3.4%	114	0.2%	379	0.7%	55,903
2015	52,843	95.5%	2,033	3.7%	82	0.1%	356	0.6%	55,314
2016	52,797	95.6%	1,966	3.6%	83	0.2%	389	0.7%	55,235

Table 10

Personal and central services: Bilingual positions in the core public administration and level of second-language proficiency required (oral interaction)

In fiscal year 2015 to 2016, 35.2% of the 55,235 positions in the core public administration that offer personal and central services required Level C proficiency in oral interaction, which is an increase of 0.6% from fiscal year 2014 to 2015.

Year	Level C		Level B		Level A		Other		Total positions
2014	19,085	34.1%	35,472	63.5%	248	0.4%	1,098	2.0%	55,903
2015	19,115	34.6%	34,969	63.2%	225	0.4%	1,005	1.8%	55,314
2016	19,437	35.2%	34,671	62.8%	197	0.4%	930	1.7%	55,235



Table 11

Supervision: Bilingual positions in the core public administration and linguistic status of incumbents

In fiscal year 2015 to 2016, 95.4% of incumbents in the core public administration's 22,780 bilingual supervisory positions met the linguistic requirements of their positions.

Year	Employees meet requirements		Employees do not meet requirements				Incomplete records		Total employees
			Exempted		Must meet				
2014	21,584	95.6%	774	3.4%	83	0.4%	132	0.6%	22,573
2015	21,474	95.1%	906	4.0%	80	0.4%	127	0.6%	22,587
2016	21,724	95.4%	821	3.6%	81	0.4%	154	0.7%	22,780

Note: This table excludes employees working outside Canada.

Table 12

Supervision: Bilingual positions in the core public administration and level of second-language proficiency required (oral interaction)

In fiscal year 2015 to 2016, 55.9% of the core public administration's 22,780 bilingual supervisory positions required Level C proficiency in oral interaction, which is an increase of 1.2% from fiscal year 2014 to 2015.

Year	Level C		Level B		Level A		Other		Total positions
2014	12,085	53.5%	10,408	46.1%	40	0.2%	40	0.2%	22,573
2015	12,354	54.7%	10,153	45.0%	39	0.2%	41	0.2%	22,587
2016	12,734	55.9%	9,987	43.8%	31	0.1%	28	0.1%	22,780

Note: This table excludes employees working outside Canada.



Table 13

Participation of Anglophones and Francophones in the core public administration, by province, territory or region

In fiscal year 2015 to 2016, Newfoundland and Labrador had the highest percentage of Anglophones (98.6%) and Quebec (excluding the NCR) had the highest percentage of Francophones (90.3%) working in the core public administration. These results are similar to those for fiscal year 2014 to 2015.

Province, territory or region	Anglophones		Francophones		Unknown		Total employees
British Columbia	15,840	98.2%	289	1.8%	0	0.0%	16,129
Alberta	9,284	97.0%	283	3.0%	0	0.0%	9,567
Saskatchewan	4,473	98.3%	76	1.7%	0	0.0%	4,549
Manitoba	6,211	96.0%	257	4.0%	0	0.0%	6,468
Ontario (excluding the NCR)	22,436	94.6%	1,270	5.4%	1	0.0%	23,707
National Capital Region (NCR)	47,946	59.6%	32,528	40.4%	1	0.0%	80,475
Quebec (excluding the NCR)	1,943	9.7%	18,012	90.3%	0	0.0%	19,955
New Brunswick	3,749	56.4%	2,903	43.6%	0	0.0%	6,652
Prince Edward Island	1,391	88.9%	173	11.1%	0	0.0%	1,564
Nova Scotia	7,419	93.6%	511	6.4%	0	0.0%	7,930
Newfoundland and Labrador	2,785	98.6%	40	1.4%	0	0.0%	2,825
Yukon	264	96.4%	10	3.6%	0	0.0%	274
Northwest Territories	362	95.3%	18	4.7%	0	0.0%	380
Nunavut	196	88.3%	26	11.7%	0	0.0%	222
Outside Canada	971	68.7%	442	31.3%	0	0.0%	1,413
All regions	125,270	68.8%	56,838	31.2%	2	0.0%	182,110



Table 14

Participation of Anglophones and Francophones in the core public administration, by occupational category

In fiscal year 2015 to 2016, the Operations category had the highest percentage of Anglophones (78.7%) working in the core public administration, and the Administration and Foreign Service category had the highest percentage of Francophones (38.2%). These results are similar to those for fiscal year 2014 to 2015.

Category	Anglophones		Francophones		Unknown		Total employees
Management (EX)	3,406	67.1%	1,667	32.9 %	0	0.0%	5,073
Scientific and Professional	24,171	74.6%	8,242	25.4 %	0	0.0%	32,413
Administration and Foreign Service	51,133	61.8%	31,651	38.2 %	1	0.0%	82,785
Technical	9,640	76.8%	2,915	23.2 %	0	0.0%	12,555
Administrative Support	13,834	69.4%	6,104	30.6 %	1	0.0%	19,939
Operations	23,086	78.7%	6,259	21.3 %	0	0.0%	29,345
All categories	125,270	68.8%	56,838	31.2 %	2	0.0%	182,110



Table 15

Service to the public: Number of resources serving the public, by region or method of delivery, in bilingual offices in institutions not part of the core public administration

In fiscal year 2015 to 2016, there were 80,625 resources offering services to the public at offices in institutions not part of the core public administration; 27,369 of these resources provided services in both English and French.

Province, territory or region	English only resources	French only resources	Bilingual resources	Total resources
Western and Northern Canada	22,733	6	2,048	24,787
Ontario (excluding the NCR)	13,011	34	1,836	14,881
National Capital Region (NCR)	4,479	1,746	7,167	13,392
Quebec (excluding the NCR)	90	1,852	9,464	11,406
New Brunswick	616	107	1,553	2,276
Other Atlantic provinces	4,034	7	873	4,914
Outside Canada	213	0	58	271
Travel	3,898	0	3,394	7,292
Telephone	430	0	976	1,406
All regions	49,504	3,752	27,369	80,625



Table 16

Participation of Anglophones and Francophones in institutions not part of the core public administration, by province, territory or region

In fiscal year 2015 to 2016, Newfoundland and Labrador had the highest percentage of Anglophones (97.7%) working in institutions that are not part of the core public administration, and Quebec (excluding the NCR) had the highest percentage of Francophones (81.1%). These results are similar to those for fiscal year 2014 to 2015.

Province, territory or region	Anglophones		Francophones		Unknown		Total resources
British Columbia	32,818	96.0%	1,350	3.9%	10	0.0%	34,178
Alberta	26,449	94.6%	1,511	5.4%	4	0.0%	27,964
Saskatchewan	7,346	96.2%	289	3.8%	1	0.0%	7,636
Manitoba	13,831	94.8%	756	5.2%	0	0.0%	14,587
Ontario (excluding the NCR)	71,218	92.3%	5,904	7.7%	13	0.0%	77,135
National Capital Region (NCR)	30,724	69.1%	13,727	30.9%	7	0.0%	44,458
Quebec (excluding the NCR)	9,274	18.9%	39,820	81.1%	2	0.0%	49,096
New Brunswick	7,089	72.8%	2,650	27.2%	0	0.0%	9,739
Prince Edward Island	1,861	94.8%	102	5.2%	0	0.0%	1,963
Nova Scotia	13,415	91.6%	1,227	8.4%	2	0.0%	14,644
Newfoundland and Labrador	4,992	97.7%	118	2.3%	0	0.0%	5,110
Yukon	358	92.5%	29	7.5%	0	0.0%	387
Northwest Territories	597	89.0%	74	11.0%	0	0.0%	671
Nunavut	216	86.1%	35	13.9%	0	0.0%	251
Outside Canada	1,261	81.3%	291	18.8%	0	0.0%	1,552
All regions	221,449	76.5%	67,883	23.5%	39	0.0%	289,371

Table 17

Participation of Anglophones and Francophones in institutions not part of the core public administration, by occupational category or equivalent category

In fiscal year 2015 to 2016, the Operations category had the highest percentage of Anglophones (80.3%) and the Professionals category had the highest percentage of Francophones (27.5%) working in institutions that are not part of the core public administration. These results are similar to those for fiscal year 2014 to 2015.

Category	Anglophones		Francophones		Unknown		Total resources
Management	10,217	72.8%	3,469	24.7%	347	2.5%	14,033
Professionals	26,281	72.4%	9,995	27.5%	6	0.0%	36,282
Specialists and Technicians	17,855	74.8%	5,998	25.1%	4	0.0%	23,857
Administrative Support	29,768	75.4%	9,694	24.6%	2	0.0%	39,464
Operations	73,244	80.3%	17,972	19.7%	15	0.0%	91,231
Canadian Forces and Regular Members of the Royal Canadian Mounted Police	61,828	75.4%	20,166	24.6%	9	0.0%	82,003
Others	389	50.0%	292	37.5%	97	12.5%	778
All categories	219,582	76.3%	67,586	23.5%	480	0.2%	287,648



Table 18

Participation of Anglophones and Francophones in all federal institutions subject to the Official Languages Act, by province, territory or region

In fiscal year 2015 to 2016, Newfoundland and Labrador had the highest percentage of Anglophones (98.0%) and Quebec (excluding the NCR) had the highest percentage of Francophones (83.8%) working in all institutions subject to the Official Languages Act. These results are similar to those for fiscal year 2014 to 2015.

Province, territory or region	Anglophones		Francophones		Unknown		Total
British Columbia	48,658	96.7%	1,639	3.3%	10	0.0%	50,307
Alberta	35,733	95.2%	1,794	4.8%	4	0.0%	37,531
Saskatchewan	11,819	97.0%	365	3.0%	1	0.0%	12,185
Manitoba	20,042	95.2%	1,013	4.8%	0	0.0%	21,055
Ontario (excluding the NCR)	93,654	92.9%	7,174	7.1%	14	0.0%	100,842
National Capital Region (NCR)	78,670	63.0%	46,255	37.0%	8	0.0%	124,933
Quebec (excluding the NCR)	11,217	16.2%	57,832	83.8%	2	0.0%	69,051
New Brunswick	10,838	66.1%	5,553	33.9%	0	0.0%	16,391
Prince Edward Island	3,252	92.2%	275	7.8%	0	0.0%	3,527
Nova Scotia	20,834	92.3%	1,738	7.7%	2	0.0%	22,574
Newfoundland and Labrador	7,777	98.0%	158	2.0%	0	0.0%	7,935
Yukon	622	94.1%	39	5.9%	0	0.0%	661
Northwest Territories	959	91.2%	92	8.8%	0	0.0%	1,051
Nunavut	412	87.1%	61	12.9%	0	0.0%	473
Outside Canada	2,232	75.3%	733	24.7%	0	0.0%	2,965
All regions	346,719	73.5%	124,721	26.5%	41	0.0%	471,481

Table 1: Text version

Bilingual positions and pool of bilingual employees in the core public administration

Year	Bilingual positions	Superior proficiency	Intermediate proficiency	Minimum proficiency	Total bilingual employees
1978	25%	6%	11%	4%	21%
2000	33%	21%	11%	3%	35%
2015	43%	29%	14%	2%	46%
2016	43%	28%	14%	2%	45%



Endnotes

- i. Official Languages Act, <http://laws-lois.justice.gc.ca/eng/acts/O-3.01/>
- ii. Auditor General of Canada's spring 2015 report, Report 2 – Required Reporting by Federal Organizations, http://www.oag-bvg.gc.ca/internet/English/parl_oag_201504_02_e_40348.html
- iii. Policy on Official Languages, <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160§ion=text>
- iv. Burolis, <http://tbs-sct.gc.ca/burolis/search-recherche/search-recherche-eng.aspx>
- v. Official Languages Act, sections 22 to 24, <http://laws-lois.justice.gc.ca/eng/acts/O-3.01/page-6.html>
- vi. Policy on Official Languages, <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160#actively>
- vii. Directive on Official Languages for People Management, <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26168#reg>
- viii. 2015 Public Service Employee Survey, <http://www.tbs-sct.gc.ca/psm-fpfm/modernizing-modernisation/pses-saff/index-eng.asp>
- ix. Deliberations of the House of Commons Standing Committee on Official Languages, Number 004, 1st Session, 42nd Parliament – Minutes from March 7, 2016, <http://www.parl.gc.ca/HousePublications/Publication.aspx?Mode=1&Parl=42&Ses=1&DocId=8140184&Language=E>

